

**CTTAB**  
**December 13, 2005 Minutes**  
City of Seattle, Seattle Municipal Tower  
27<sup>th</sup> Floor, 700 – Fifth Avenue, Seattle, WA 98104

<b>Present</b> Todd Achilles Bill Baron Maryann Budlong Deborah Gartside Paul Green Harry Hart, III Pwint Htun Damien Koemans Huat Chye Lim Manny Ovena Nina Sanders Ken Thompson  <b>Excused</b> Andrea Lee Ann Robinson	<b>Visitors</b> Charles Brennick Daniel Hannah Ann Suter Shivani Tejuja  <b>Staff</b> Delia Burke David Keyes Jill Novik Tony Perez Bill Schrier
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**1. Announcements, Agenda Approval; Review of Minutes:**

The agenda and November 8, 2005 minutes were approved as amended. Newly appointed members Tejuja and Brennick were introduced.

**2. Community Technology:** David Keyes and Delia Burke

Keyes summarized the progress to date of an evaluation of the Technology Matching Fund program. He also announced that the deadline for 2006 is March 20. Applications will be available at the end of January, with an information session at the end of February.

**3. Director's Report:** Bill Schrier

Schrier reported that the City's phone system is now using local musicians for the on hold music with information as to how to purchase the music.

Achilles asked how DoIT's salaries compare to the private sector. Schrier responded that the City conducts a survey of other governments and the private sector and sets salaries based on the job market. The City has three IT designations, with a broad range of salaries available within each level.

In regard to consolidating City technology (ACT), Schrier suggested that CTTAB work with the proposed IT advisory board, whose function is to ensure that our

technology serves City government. (For additional information in the CTO report, see attachment.)

#### **4. Committee Reports**

SeaStats: Pwint reported that she had met with Terry Wittman, who said that the project is still in the development stage and has been put on the internal server. She will want feedback once the information is on line. Hart volunteered for the committee.

Citizen engagement/E-Democracy: Huat Chye Lim reported that Andrea Lee has joined the committee. He had a conversation with someone at Brown University on blogs and is going to write a short white paper on how blogs can be applied to better serve the Mayor and Council.

Emerging Technologies: Deborah Gartside reported that she is still working on finishing documenting the committee's work. Although her term ends at the end of 2005, she plans to attend CTTAB meetings for a couple of more months, and is available to provide assistance.

#### **5. Cable Office Report: Tony Perez and Jill Novik**

Franchise negotiations: Tony presented a summary of the highlights of the recently completed Comcast negotiations (see attached). CTTAB requested a presentation on the ArtsZone.

#### **6. Elections**

Maryann Budlong was elected chair and Bill Baron vice chair.

#### **7. Comments, Ken Thompson**

Thompson suggested that CTTAB focus its efforts on a geographic area to have a richer story of what CTTAB does. The group agreed and will consider a geographic or topic focus.

The meeting was adjourned at 8:05 p.m.

**Citizens' Telecommunications and Technology Advisory Board  
Chief Technology Officer's Report  
13 December 2005**

#### **CABLE AND COMMUNITY TECHNOLOGY NEWS**

- Tentative agreement reached with Comcast on Cable Re-franchising (separate report from Cable Office)
- Two Technology Matching Funded (TMF) programs have received three year training operations grants from the Communities Connect/Gates Foundation (separate report from the Community Technology program).

#### **SEATTLE CHANNEL NEWS**

- As part of our partnership with Real Networks, they have provided us with a free software upgrade that will enable us to stream our Seattle Channel videos to handheld devices, like

cell phones. We will be doing this on a pilot basis with selected videos. Seattle was included in media coverage of this new technology.

- We've added a search function to the Seattle Channel's video archive. Check it out at <http://www.seattlechannel.org/videos>. This function adds to an "indexing" function which the Channel has had for about a year, which indexes meetings based on the agenda topics.
- The Seattle Channel will premiered the latest segment of Community Stories on November 20<sup>th</sup>: 'The Salvadoran Bakery'. Also available at [www.seattlechannel.org](http://www.seattlechannel.org).
- The Seattle Channel produced a wonderful 15 minute segment to celebrate the 75<sup>th</sup> Anniversary of the Urban League of Metropolitan Seattle. Mike James hosted it, and it premiered at the League's breakfast celebration on December 9<sup>th</sup>.

#### **WI-FI PROJECT STATUS**

- We have continued to have relatively stable WiFi signal and use from our two pilot business districts – Columbia City and University Avenue. The nature of WiFi is that it will not penetrate well into some buildings from the street. This month we are using Columbia City tech labs (at TAF – the Technology Access Foundation - and Horn of Africa) to load test a bridge-relay solution to push Wi-Fi signal deeper into business buildings. Following the load trial, we will test it in a few stores and map specific coverage to advise which businesses would benefit from the relay.
- In November, Seattle magazine published an article about WiFi access. It details our pilot projects and recognizes that they are an economic development tool. It also explores the issue of the public sector competing with private providers and looks at other cities which are providing WiFi (Spokane) or considering doing so (Kirkland).

#### **CITY VOICEMAIL IMPLEMENTATION**

City government moved to a new voicemail system: from an obsolete Octel system to Nortel's CallPilot on Thursday, November 30. (Nortel also manufactures the telephone switches used in the City's internal phone network). Voicemail lines were extremely busy with employees trying to change the information in their mailboxes, and some calls from the public were not able to get into our system. By early afternoon things normalized. There were some glitches that the vendor had not told us to expect, and we'll have discussions with them during the 'lessons learned' follow-up. Note: critical City call centers such as police and fire 911 and SPU/SCL customer service do not use this voicemail system and were not affected by the change.

#### **CONSOLIDATION OF SUPPORT FOR IT IN CITY GOVERNMENT**

The City government has about 10,500 City employees. Approximately 600 of those work in IT divisions or units, and about 200 work in the central Department of Information Technology (DoIT). As part of the 2006 budget, the Mayor requested five positions and about \$500,000 for a project to consolidate the employees and budgets for IT infrastructure from Departments into DoIT. The planning is in 2006 – the actual staffing/budget changes would occur in 2007. The project is proceeding based on discussions we had during the budget process, the Council's statement of legislative intent (SLI) created during that process, and input both from Councilmembers and Council staff. Current tasks:

- On December 9, we released an RFP, seeking a consultant to advise us on scope, timing and possible phasing of the consolidation, which will also answer questions posed in the Council's SLI. More information on the RFP can be found at <http://www.seattle.gov/doit/vendor.htm>.
- We are expanding and formalizing the Information Technology Advisory Board (ITAB), a group of senior directors in departments who will help steer the project. A Council central staff analyst will be invited to sit on ITAB.

- We've identified approximately 80 to 100 positions in multiple departments which perform IT infrastructure work. Departments have notified any employees who presently occupy these positions that the positions are potentially subject to ACT. The CTO and ACT Project Director (Amy Weissman) are meeting with these employees to help explain and answer questions about ACT's next steps. Representatives of Local 17 are involved in these meetings.

### **SOBER ATTACKS**

The "Sober" worm attacked the Internet in November. E-mail screening and anti-virus software was updated in a timely manner several days before the attack and the City's computer incident response team was activated at the time of the attack. Only one City government computer (out of more than 10,000 desktop, laptop and mobile computers) was compromised.

### **HURRICANE KATRINA / DISASTER RECOVERY FOLLOW-UPS**

- In November, we replaced propane fuel tanks at two radio sites with larger tanks. We test the generators weekly. Typically, they are 50% to 80% full, which should give us 4-5 days unattended operation during a power outage before we need to refuel them. This is part of 'lessons learned' from Hurricane Katrina.
- The City has implemented a video conferencing system to allow video conferences between the seats of government and Emergency Operations Centers of the City, State and King, Snohomish and Pierce Counties (10 sites). The first successful video conference test was today. Image below:

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